



ANNUAL REPORT
1999-2000





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message from THE MAYOR



Making Our City Great

There are many definitions of what makes a great city. From my perspective as Mayor, however, a great city is one where its residents can say they are proud to live here.

A community that includes strong neighborhoods that are safe for families, but also has a vital downtown and a vibrant culture. One that has a prosperous economy that provides opportunities for all residents and businesses, and generates resources that we can invest in improving our quality of life for the next generation. A city that focuses on solutions, using the strengths of partnership and creativity from its entire population for the benefit of all parts of the community.

I am proud of San José, and I think we are living and working in a great city at a great time. This annual performance report for the City of San José marks what we are doing to ensure that San José continues to make progress to improve the quality of life for our community and to strengthen the pride we take in living and working here.

Although we can report accomplishments over the past year, we also know that we have much to do. San José voters have endorsed making major investments to improve neighborhood parks and libraries, and we continue to invest in the basic systems and facilities that support our ability to serve the community better.

There is always room for improvement, of course, and we also continue to focus on finding creative and effective methods to improve the quality and reduce the costs of City services. We continue to work in close association with our residents and neighborhoods, and with our business and community partners, to achieve results that would not be possible by working separately.

And the goal remains the same: to ensure that San José is a great city that every one of us can be proud of.

A handwritten signature in black ink that reads "Ron Gonzales". The signature is fluid and cursive.

Ron Gonzales
Mayor

San José CITY COUNCIL



*FRANK FISCALINI
VICE MAYOR, DISTRICT SIX*



*LINDA J. LEZOTTE
DISTRICT ONE*



*CHARLOTTE POWERS
DISTRICT TWO*



*CINDY CHAVEZ
DISTRICT THREE*



*MARGIE MATTHEWS
DISTRICT FOUR*



*MANNY DIAZ
DISTRICT FIVE*



*GEORGE SHIRAKAWA, JR.
DISTRICT SEVEN*



*ALICE WOODY
DISTRICT EIGHT*



*JOHN DIQUISTO
DISTRICT NINE*



*PATRICIA DANDO
DISTRICT TEN*

Since the end of the fiscal year covered in this report, four new members have joined the City Council. Another will be elected in March to fill the vacant District Five seat.

Welcome

NEW MEMBERS

Forrest Williams, District Two
Chuck Reed, District Four
Ken Yeager, District Six
David D. Cortese, District Eight

Our Thanks And

APPRECIATION

Charlotte Powers
Margie Matthews
Manny Diaz
Frank Fiscalini
Alice Woody

perspective of the CITY MANAGER



Starting a Decade of Investment

This is an exciting time for San José. As the “Capital of Silicon Valley” ours is a dynamic City, and this past year has brought significant change. The City Council appointed a new management team — a new City Manager, Redevelopment Director and City Attorney — and initiated a “Decade of Investment,” with first year funding of more than \$600 million dollars that will bring much needed new and improved public facilities to our community.

Our “Decade of Investment” began this past year with the first of four planned Community Policing Center, two new fire stations, several Smart Start Learning Centers; and the opening of the Biblioteca Latinoamericana and the Washington Area Youth Center. Readers will find details about these projects, as well as the Airport Master Plan project — the most ambitious capital project in the City’s history. It will bring critically needed state-of-the-art improvements for our Airport, a vital economic resource to the region.

More than new facilities, however, we are also improving the way we deliver services. Through a process we call “Investing in Results,” the City is surveying our customers - the people who live and work here — and reshaping the services we deliver to more closely align with community expectations. More importantly, we are developing performance measures for the work we do to ensure better accountability. This 1999-2000 Annual Report highlights many of the efforts San José has initiated in response to what we’ve heard. One key message we’ve heard from San José residents is that they want to be part of the solution.

Nowhere is this more apparent than in the City’s new Strong Neighborhoods Initiative, a City-community partnership through which residents join together to identify local problems and solutions along with local resources, and then work with a team of City departments to implement those solutions. More than just improving the physical appearance of neighborhoods, the goal is to build self-sustaining neighborhood communities.

We’ve also learned that our residents want easier access to City information and services. In response, we’ve redesigned the City website, made Council meetings available

on cable television and the Internet, and launched new online services for building permit applications, employment opportunities and certain purchasing functions. The new Customer Service Call Center has also been a major focus this past year. This is another way we can better serve residents and business owners, with one central phone number and trained customer service representatives, ready to provide information and help callers find the answers to their questions.

While this report focuses on the past fiscal year, the current fiscal year will see work on a number of new parks and recreation facilities as well as new or expanded branch libraries — funded with \$440 million from two bond measures approved by San José’s voters this November. In addition, planning to improve our transportation infrastructure, including bringing BART to San José will be high on the new agenda.

This is the beginning of an exciting era of community investment for San José. These projects will present many challenges as the workforce of the nation’s eleventh largest city meets the needs and expectations of our residents.

A handwritten signature in dark ink, appearing to read "Del D. Borgsdorf". The signature is fluid and cursive, written on a light-colored background.

Del D. Borgsdorf
City Manager

CITY SERVICE AREA

ECONOMIC AND NEIGHBORHOOD DEVELOPMENT

Manage the growth and change of the city in order to create and preserve healthy neighborhoods, and ensure a diverse range of employment and housing opportunities.



SAN JOSE IS KNOWN AROUND THE GLOBE AS A THRIVING WORLD-CLASS CITY, A HIGH-TECH MECCA, AND A NATIONAL LEADER IN EXPORTS. IN CONTRAST TO ITS INTERNATIONAL REPUTATION, THE SAN JOSE MOST RESIDENTS KNOW MOVES AT A SLOWER PACE AND IS KNOWN FOR ITS SMALL-TOWN FEEL, NOT ITS BIG-CITY ACCOMPLISHMENTS.

THIS DISTINCTION IS CLEAR IN OUR CITY'S NETWORK OF DIVERSE NEIGHBORHOODS. IT'S NOT JUST A BOOMING BUSINESS ECONOMY THAT MAKES OUR CITY GREAT. IT'S THE SENSE OF FEELING SAFE IN THE COMMUNITY, OF LIVING IN A CITY WHERE PEOPLE STILL GREET THEIR NEIGHBORS, AND FINDING OPPORTUNITIES TO BE PART OF A LOCAL SOLUTION WHERE RESIDENTS ARE ACTIVE AND INVOLVED.

SAN JOSE HAS MADE SIGNIFICANT COMMITMENTS TO BUILD ON THIS STRENGTH — GIVING RESIDENTS THE MEANS TO TAP INTO CITY RESOURCES, AND SUPPORTING THEIR EFFORTS TO CLEAN UP, RE-BUILD AND STRENGTHEN THEIR OWN NEIGHBORHOODS.



SAFER, MORE ATTRACTIVE NEIGHBORHOODS

Neighborhood Revitalization Plans

The Strong Neighborhoods Initiative is one way the City is linking residents with the resources they need to make neighborhood improvements.

Nineteen neighborhoods have been identified for improvement under the initiative, which partners residents and grass-roots neighborhood groups with City departments and the Redevelopment Agency to improve neighborhood conditions, enhance safety and expand community services.

One of the precursors to this new Citywide approach was the Neighborhood Revitalization Program. The City has used neighborhood revitalization plans to improve conditions in neighborhoods plagued with problems. These plans were developed by an integrated team of residents working with City staff.

The Rockspring Neighborhood Revitalization Plan, approved by the City Council in November 1999, focused on a neighborhood of four- and five-unit apartments located near a light industrial area.

Rockspring's problems include its physical isolation from other residential areas, an unusually high level of crime and gang activity, flooding and drainage problems, insufficient open

space, few recreational opportunities, and an overall appearance of blight due to poorly maintained rental properties.

Sixty-three action items were identified to improve the livability of the neighborhood, including increasing community policing activities, adding public open space and recreation programs, improving the appearance of rental properties, and encouraging residents to organize and act on their own behalf. This year, the Rockspring Coalition was established to oversee implementation of the plan.

In another neighborhood, in the southeast part of the city, residents worked with City staff to create the Edenvale/Great Oaks Revitalization Plan that was approved by the City Council in April 2000.

Residents identified 77 action items to improve conditions in the neighborhood. Community concerns in this area included public transportation, traffic and pedestrian safety, blighted properties, community meeting facilities, parks amenities, abandoned shopping carts, and the nature of redevelopment of an adjacent shopping center. Community groups were well organized and anxious to begin.

In fiscal year 1999-2000, the Edenvale/Great Oaks Coalition was established and is working



Landscape team at work

toward implementation of its action items. Completed items include new bus service in the neighborhood, tree trimming, street resurfacing, concentrated code enforcement, property management seminars and new street lights.

Housing Rehabilitation

Many homeowners in our neighborhoods and mobilehome parks are doing their part by repairing and repainting their properties. The City's Housing Rehabilitation Program helps property owners, and in some cases renters, with these efforts.

The Housing Rehabilitation Division of the Department of Housing funds small individual projects throughout the City. While the work doesn't command a lot of attention, it does have a substantial impact on improving the living conditions of residents receiving assistance through the program. The goal is

to improve the client's home, and at the same time, renew a sense of pride and ownership in their neighborhood.

In fiscal year 1999-2000, \$3.2 million of rehabilitation assistance in the form of loans and grants was provided to 232 households. During that same time period, grants totaling nearly \$1.8 million were made for the exterior repainting of 1,076 units.

Extensive assistance is provided to individuals and families using the program, from completing the application to resolving title problems or issues with contractors. The inspector, the contractor, the loan officer and the homeowner work closely together to ensure the project is completed to City standards and the client's satisfaction.

Tree Planting

Planting trees is one way to make neighborhood streets more

attractive. The City's goal for the year 2000 was to plant 2,000 trees along streets and in parks and schools. Funding of \$100,000 was provided during fiscal year 1999-2000 to establish the tree-planting program, 2000 Trees for the Millennium, to accomplish this goal.

The program provided free street trees and planting supplies to volunteers willing to plant and maintain them. Thousands of volunteers participated, including neighborhood associations, school groups, scouts and individuals. A total of 1,100 new street trees and 900 trees in parks and schools were planted, and are being maintained by volunteers. The project brought neighborhoods together and generated community spirit, while helping to beautify neighborhoods.

The planting projects were a joint effort of City Council offices, Our City Forest, and the departments of Streets & Traffic,

and Parks, Recreation and Neighborhood Services. Public response was so good that the program was approved for funding again in fiscal year 2000-2001. The City's share will be augmented by additional state grants secured by Our City Forest.

Sidewalk Repair

The City has also seen tremendous interest in the new 100% Sidewalk Repair Grant Program that was established by the City Council in August 1999. The program provides free grinding of slightly uneven sidewalks for all properties and replaces damaged sidewalks through a 100% grant to residents in owner-occupied properties. Just three days after the program was announced, more than 1,000 property owners had requested sidewalk repairs.

Nearly \$2.3 million was initially budgeted. To meet the overwhelming demand from residents, an additional \$3.5 million was allocated in October 1999. More than 16,000 properties benefited from the program during its first year.

The backlog of damaged sidewalks will take three to four years to repair, and \$5 million was included in the fiscal year 2000-2001 budget to fully fund the program for another year.

Although there has been a waiting period on sidewalk inspections due to a deluge of requests, residents throughout the city have expressed apprecia-



Young volunteer of the 2000 Trees Program

CLEANING UP AND ERADICATING GRAFFITI

tion for having these free sidewalk repairs provided. And as a result, many of the city's sidewalks are safer and more attractive.

Clean-up Program

The Mayor's Clean-up Program was extremely successful in fiscal year 1999-2000. Thirty clean-ups were held, collecting some 2,031 tons of waste. The program is designed to collect all types of refuse, including yard wastes and large appliances.

Clean-ups are organized in each Council District by the Code Enforcement Division of the Department of Planning, Building and Code Enforcement.

Each event typically fills between 18 and 25 40-cubic-yard bins, removing a significant amount of unwanted refuse and debris from our neighborhoods. In addition, these events become a focal point and strengthen community participation in neighborhood improvements.

Anti-Graffiti Program

Another program that is helping to clean up our neighborhoods is the volunteer-based Anti-Graffiti Program overseen by the Department of Parks, Recreation and Neighborhood Services. The City spends about \$2 million annually to fight graffiti.

More than 1,400 volunteers work with the program to paint

over graffiti throughout the city. Anti-Graffiti Program volunteers are usually successful in meeting a 72-hour response time for removing general graffiti and a 24-hour response time for removing gang-related graffiti. The San José Conservation Corps also assists City staff in abating graffiti six days a week.

In November 2000, the program established a 100-mile route that includes all of the major streets in Council Districts three, five and seven. Program staff drive the route seven days a week, except on holidays, and promptly remove any graffiti or report it if appropriate.

Last year, the Police Department re-deployed two officers and one sergeant to the Anti-Graffiti Enforcement Team. This team works with the Street Crimes Unit and the Anti Graffiti Program. The Team's primary mission is to work with local businesses and schools to identify and arrest graffiti vandals.

During calendar year 1999, nearly 400 graffiti arrests were made by San José Police. The Anti-Graffiti Team made more than 100 of those arrests, and cleared more than 1,000 individual cases.

The Anti-Graffiti Enforcement Team has participated in more than 60 meetings with community groups, schools, and other law enforcement agencies. Team members have conducted



Anti-Graffiti Program: Before and After

Talking About Graffiti classes for more than 500 graffiti offenders, ranging in age from 11 to 19, and their parents.

Homeless Services

Another important part of keeping our neighborhoods strong lies in providing appropriate services and facilities. The Department of Housing's Homeless Services Program provides various programs and services in its efforts to address homelessness in San José and to collaborate with other organizations in our region to combat homelessness.

Between July 1999 and March 2000, program staff saw 11,500 homeless individuals and families, and responded to an average of 60 calls per day.

Homeless Services staff can help find emergency shelter, provide job program, health care and other referrals, and assist with rent or moving costs, in efforts to help clients become self-sufficient.

Affordable Housing

In San José, where housing costs have skyrocketed and show no signs of relenting, the scarcity of affordable housing has become an important concern. The City remains committed to creating and maintaining affordable housing opportunities.

The Department of Housing provides financing for the construction of affordable rental and ownership housing for lower- and moderate-income households, and financing for the acquisition and rehabilitation of apartment complexes.

In October 1999, the City Council approved five-year housing production goals for the City.

The goal for fiscal year 1999-2000 was met by constructing seven new affordable housing projects with a total of 619 affordable units, using financing provided by the Department of Housing and many other public and private funding sources. Two City-financed acquisition/rehabilitation projects totaling 96 units were also completed.

For fiscal year 2000-01, the goal is 932 units.

By re-using City-owned property, the Department of Housing initiated development on four projects: the Northside Seniors Project, the Roberts Avenue Seniors Project, the Roberts Avenue Teacher Housing Project, and the Las Plumas Transitional Housing Project.

The Northside project includes 96 new affordable senior housing units, and reconstruction and expansion of the Northside Community Center at 7th and Empire Streets.

The Roberts Avenue project consists of about 100 new units of affordable senior housing and 100 units of affordable teacher housing on City-owned land on Vintage Way, between Roberts and Lucretia Avenues.

Planning is in progress for the re-use of the City's former warehouse on Las Plumas Avenue. A portion of the site will be developed with 51 units of new transitional housing and the existing warehouse will be renovated for use as a job-training center.

The Department of Housing also made a loan of \$5.5 million to acquire and rehabilitate 700 units of Section 8 housing at McKee Road and Checkers Drive, preserving affordability in a project with an expiring HUD contract. The development, known as El Rancho Verde, will be required to maintain affordable rents for another 55 years.



Baker Park

New Community Facilities

At the same time that efforts to create affordable housing move forward, the City is making needed upgrades and additions to community facilities to accommodate a growing population. The Alviso Branch Library and the new Biblioteca Latinoamericana, outlined below, are the first new libraries built in our city since 1984. These flexible, high-tech, high-touch libraries are already well-used neighborhood facilities.

Alviso Library and Community Center

In September 1999, the new Alviso Library and Community Center opened, bringing a full-service library and community center to this underserved area of our community.

The new 5,635-square-foot center features a 4,460-square-foot library with service counter, book stacks, office, work room, language and technology area,

BUILDING FOR A BETTER TOMORROW

and tutoring room. More than four times its original size, the new library provides more space for family-focused program activities. “Santa Visits Alviso” is a prime example of a community-supported activity that brings in more than 1,000 people each year.

While program attendance inside the new facility increased by 960%, usage of materials has also experienced phenomenal growth. Borrowed items rose 68% in the first nine months of operation. A brand new collection, as well as proximity to George Main Elementary School, new high-end housing developments, and area high tech workers have contributed to the overall increase in activity.

The Library’s Technology

Center is a hub of activity offering computer and Internet classes, and making up-to-the-minute resources available for homework assignments, research and business queries.

The community center occupies 1,175 square feet and contains an assembly area, office and storage room. This unique partnership combines the resources of both the library and the community center to meet growing demands for programming and services from the rapidly developing Alviso/North San José area.

Biblioteca Latinoamericana

In 1994, Washington Neighborhood residents and community leaders identified a new

library and community center as a high priority. This project is representative of the City’s and the Redevelopment Agency’s commitment to strengthen San José neighborhoods. Construction was completed in fall 1999 and this long awaited neighborhood facility opened in November 1999.

The new Biblioteca tripled in size, growing to 15,000 square feet from the 4,750 it occupied in its former location. The new Biblioteca has space for 70,000 items encompassing a full range of materials. The main reading area can now seat 100 people. A new program room — already in high demand — accommodates 120 people.

Biblioteca features San José’s first fully enclosed Technology Center, with space for technology-related classes as well as individual access to the Internet, homework resources and word-processing software. A group study area provides a quiet place for tutoring. The building’s design was featured in the October 2000 issue of *Architectural Record*.

Residents have been quick to make use of the improved Biblioteca. Check out of materials has more than doubled, ranging anywhere from 15,000 to 19,000 items per month. Bilingual training in basic Internet skills is available for all ages, and workers displaced by



Alviso Library and Community Center



Biblioteca Latinoamericana

the closure of the Del Monte cannery were among the first to benefit from the Center's class offerings.

Other offerings include Bilingual Family Story Hour, "Conversando Sobre Libros" (a book club focusing on works by Latin American authors writing in Spanish), Amigos Spanish Literacy Program, and visits by prominent authors such as Sandra Cisneros, Francisco Jimenez, and Lorna Dee Cervantes.

Joint Library Project

The Joint Library, a unique partnership between the City of San José and San José State University, gained state and City Council approval in December 1998. As the first of its kind in the nation between a major U.S. city and a major university, the project involves an extensive collaborative process of planning, public outreach, and design.

Already the project is stimulating national and international

interest as a model for innovation. In February 2000, project team members were invited to make a presentation at the opening of the Sambiblioteket in Harnassand, Sweden. In April 2000, a similar presentation was offered at the annual Public Library Association Conference held in Charlotte, NC.

In fiscal year 1999-2000, library commissioners, City Council representatives, and university trustees held public meetings to gather input on issues such as the name for the new facility and direction for public art. By May 2000, after listening to the viewpoints expressed by residents, students and faculty, the partners arrived independently at the same conclusion — the new library would continue to honor the memory of Dr. Martin Luther King, Jr.

World-renowned artist Mel Chin was selected to develop proposals for public art to be placed throughout the building. Thirty-three initial concepts were presented to the Arts Commission later in the year.

Some 27 staff groups participated in reviews of design development and construction documents to refine requirements for the building, furniture, fixtures and equipment. Five strategic planning teams were formed to identify work to be done prior to opening day.

In June 2000, the Agency Board awarded the construction contract to Hensel Phelps Con-

struction. A construction hotline, and weekly construction updates via flyers and website were established to keep the community informed. The Joint Library is scheduled to open in spring 2003.

Rincon South Specific Plan

Recognizing the importance of the area situated at the future gateway to San José International Airport, the Department of Planning, Building and Code Enforcement took a proactive role in helping to reshape the area through the Rincon South Specific Plan. The plan explored and identified ways to maximize development opportunities in the area, including adding housing and parks.

The first major development proposal within the plan area was the Speiker-Skyport Development project on First Street north of Highway 880. Planning staff helped the developer adjust the original proposal for better consistency with the urban character of the area. During fiscal year 1999-2000, the Speiker Property zoning was adopted and the planning permit was approved for the office portion of the site. The office project is now under construction.

The result is a high-quality, mixed-use development situated at the future gateway to San José International Airport. Skyport, Highway 87 and the Guadalupe Light Rail system on North First Street surround the site.

PLANNING FOR THE FUTURE

The developer's original concept was a typical low-rise suburban office development of roughly one million square feet. The approved project included the same one million square feet of office space in six towers, along with structured parking, two hotels, up to 300 residential units, a neighborhood park and numerous retail shops.

A New City Hall

In March 2000, the City Council moved forward with

spaces, and features a rotunda that can accommodate 1,200 people for special ceremonies.

More than half of the City work force that originally occupied City Hall is now working in leased office spaces throughout San José. The new building will accommodate some 2,000 employees from 18 City departments. Police, Fire, Library, Airport, General Services, Parks, Recreation and Neighborhood Services, and others will continue to conduct remote operations.

The Civic Center project will cost an estimated \$273 million, including \$33 million for land acquisition, and \$38 million for design and project management. It will be designed and constructed without raising taxes or taking money from other City funds.

At the same time that the City is moving forward with plans for a new City Hall, it undertook the task of involving residents in decisions about the development. The Civic Plaza Project Area Committee — the first of its type in San José — was formed in 1998. As a result of the Civic Plaza Redevelopment Plan, this elected and appointed community committee made recommendations to the City Council about how to mitigate the impact of new development on residential neighborhoods. The Committee has taken the lead in assuring that tenants and

property owners who will be displaced by public projects are informed of the planning process.

The Redevelopment Agency's outreach efforts include the Civic Plaza newsletter, which updates neighborhood and business groups about activities and meetings in the Redevelopment Area. The Redevelopment Agency also operates a targeted housing reinvestment program in a 10-block area surrounding the proposed new Civic Plaza in Downtown and the East Santa Clara Neighborhood Business District. The program consists of the Rehabilitation Loan Program, the Roof and Paint Grant Program, and the First-Time Homebuyer Loan Program.

The Rehabilitation Loan Program funds interior and exterior improvements to help existing owners upgrade homes and multi-family units. Six rehabilitation single-family house loans have been approved for a total of \$381,481. In fiscal year 1999-2000, three loans totaling \$157,217 were approved.

The Roof and Paint Grant program expeditiously improves houses in the target area. Last year, nine grants valued at \$73,26 were awarded. The First-Time Homebuyer Loan Program offers deferred loans (payable on sale) to assist first time buyers in purchasing a home. To date, five loans have been approved totaling \$100,000. In 1999-2000, two loans totaling \$50,000 were approved.



Conceptual designs for a new downtown City Hall

plans to build a new City Hall downtown when it approved conceptual designs for the new Civic Center project. The City's architect, Richard Meier & Partners, is striving to create a landmark building that will blend San José's past and future. The new 550,000-square-foot City Hall will house administrative offices and community meeting

San José Convention Center



- The Convention Center hosts 45 to 50 large conventions and trade shows each year, generating more than 2,800 jobs in San José due to Convention Center-related business. In addition to the economic benefit to our community, spending by Convention Center visitors generates more than \$12 million in City tax revenues.
- Visitors to the San José Convention Center spend more than \$144 million annually at local hotels, restaurants, attractions and other businesses.
- Out-of-town visitors spend approximately \$1,169 per visit; exhibitors spend approximately \$1,538 per visit; and local and regional visitors spend approximately \$145 per visit.

Horace Mann Elementary School

Another project in the new Civic Center area moved forward last year. As a new urban school that will hold more than twice the current student population, it was critical that the people who would be affected by development of the Horace Mann Elementary School be involved in its development.

The project was a collaborative effort between the City of San José, the San José Redevelopment Agency, and the San José Unified School District.

In fiscal year 1999-2000, the project moved forward with completion of negotiations on the Owner Participation Agreement and beginning of the construction drawings. The new school will open in September 2002 and will house a student population of 750.

Montgomery Hotel

In June 1999, the City Council committed to saving the historic Montgomery Hotel, by moving rather than demolishing it, to create a site for the expansion of the Fairmont Hotel.

To facilitate the process, the Redevelopment Agency held weekly meetings with representatives of the Landmarks Commission, the Preservation Action Council of San José, architects specializing in preservation of historic structures, and the construction teams that would move the building. This outreach and dialogue led to the successful relocation of the building, while preserving historical elements for inclusion in its restoration and re-use.

The hotel was moved in January 2000 to its new location on First Street. This was a huge undertaking. The 4,816-ton building was lifted from its foundation with the help of

hydraulic jacks on mobile trailers, and moved 62 yards.

Supporting Businesses and Employees

Business is booming in Silicon Valley, but not everyone is prospering from the abundance of high-tech opportunities. The City has several programs to support local small businesses and has just begun taking a more direct role in job training efforts and linking potential employees with employers in our area.

A number of San José businesses have taken advantage of the City's programs to provide business-friendly loans. Run by the Office of Economic Development in cooperation with local commercial lenders and other agencies, the program provided over 20 loans totaling more than \$1 million during the 1999-2000 fiscal year.

All loans went to small businesses, helping to create an

A BETTER BUSINESS CLIMATE

estimated 100 jobs. The loan programs serve businesses that may not qualify for traditional financing or those looking to expand that need big-ticket items such as equipment and machinery.

Work Force Investment Area

In 1999, the City of San José took responsibility for a new approach that will meet the job training needs of San José and other Silicon Valley residents.

The Work Force Investment Program, which replaces the federal Job Training Partnership Act, provides improved and more efficient job training programs to those who need them.

The City undertook a major challenge to develop and implement the program by July 1, 2000. This included the appointment of a 45-member advisory board comprised of representatives from industry, labor and non-profit organizations.

First Source Employment Program

In February and September of 2000, the Redevelopment Agency developed and funded two Cisco Networking Academies — one for homeless and one for underemployed or unemployed residents — to train San José residents to become Cisco Certified Networking Associates. The program helps local businesses find qualified

workers, and provides San José residents training for hi-tech jobs.

Trade associations, local colleges, and businesses work with the students to help them find employment.

By December 2000, students in the Academy finished the Networking Associate Program. The program is located within the Emergency Housing Consortium's transitional housing facility. Students completing the program and certification exam will be able to build and manage computer server networks, a skill in high demand in all industries.

The Cisco Networking Academy is a part of the First Source Program, which includes marketing, training, and placement. In fiscal year 1999-2000 the First Source Employment Program placed 209 San José residents in jobs. Since its inception in 1997 the Program has placed 423 residents in jobs.

Retail Accomplishments

A number of significant retail improvements were made during fiscal year 1999-2000. The Office of Economic Development, in partnership with Planning, Building and Code Enforcement, Public Works and other City departments, supported revitalization and expansion efforts at a number of shopping centers in San José.



KLA Office site

One of the most significant was the project by Federal Realty Investment Trust to redevelop the Town and Country Shopping Center at Stevens Creek and Winchester boulevards. The project, named "Santana Row," will encompass a "Main Street" project with 600,000 square feet of stores, restaurants and movie theaters along with 1,200 housing units. During the 1999-2000 fiscal year, design work was completed and tenants were relocated in order to demolish the existing center. When completed in the next few years, this will be a one-of-a-kind project for San José, a huge mixed-use project located along a major transit corridor.

Directly across the street lies another significant project — Westfield Shoppingtown - Valley Fair. The shopping mall continued its major expansion, opening a new 2,000-space parking structure and beginning construction on the new 250,000-square-foot Nordstrom store. When completed in the next two years the mall will have approximately 1.6 million square feet of retail space and 7,000 parking spaces.

In other neighborhoods, Westfield Shoppingtown - Oakridge received City approval for a major expansion and renovation. The mall will expand to include a new 20-screen movie theater, a larger Macy's store, additional shop space and a new parking structure.

Almaden Plaza recently completed a major renovation project. The former Emporium building was renovated and now houses Circuit City, Barnes & Noble, and Bed, Bath and Beyond. The plaza's Costco store continues to be one of the most successful in the chain.

Almaden Plaza, struggling just five years ago, is now full of activity and serving the retail needs of San José residents.

Corporate Development Coyote Valley

Cisco Systems, San José's largest corporate employer has been working with City departments on plans to develop 400 acres in the Coyote Valley in South San José. This development is expected to bring several million dollars annually in new tax revenues to the City.

Cisco purchased the land to build a 6.6-million square-foot campus that will employ as many as 20,000 people.

The North Coyote Valley Campus Industrial Area lacks major infrastructure including freeway access, water systems, storm drainage and others. During the 1999-2000 fiscal year, City staff worked with

Cisco to determine what infrastructure improvements would be necessary, what they would cost and how they would be paid for.

Staff also worked to evaluate the complex draft Environmental Impact Report completed for the project. The company plans to begin construction in 2001.

Neighborhood Business District Program

The Redevelopment Agency works closely with small local businesses in redevelopment areas known as Neighborhood Business Districts. These business districts have local associations that are funded partially (\$20,000 each) by the Redevelopment Agency. The program provides assistance to the more than 1,600 businesses in Neighborhood Business Districts through annual funding (\$20,000) and staff support to the Business Associations.

Some of the services and benefits include marketing assistance and business directories, training and event organizing including leadership training and business classes for newly started businesses. The program also provides facade grants for facility construction or improvements.

Since the program's inception in 1984, more than 300 business owners have received grants totaling \$4.6 million. In fiscal year 1999-2000, 60 buildings were completed or designed at an estimated cost of \$1.2 million.

International Program

The recognition of our area as the home of high tech, the Internet and entrepreneurial spirit continues to attract keen global interest in San José and the Silicon Valley. The Office of Economic Development hosts over 100 foreign government and business delegations annually, representing more than 40 nations.

Last year, these meetings included groups from Japan, China, Korea, Taiwan, Malaysia, Europe, and Northern Ireland. Economic Development's International Program operates an export assistance program to assist San José companies, manages the City's Foreign Trade Zone, and works with international businesses investing in San José.

For fiscal year 1999-2000, the Office of Economic Development hosted 94 business and government delegations representing 26 different nations.



Sony campus

CITY SERVICE AREA

AVIATION SERVICES

Provide for the air transportation needs of the community and the region at levels that are acceptable to the community.





THE CITY OF SAN JOSE IS BUILDING THE AIRPORT OF THE FUTURE, A STATE-OF-THE-ART FACILITY THAT WILL ACCOMMODATE AN EVER-GROWING DEMAND FOR SERVICE. THE RECENTLY APPROVED 10-YEAR AIRPORT MASTER PLAN OUTLINES MANY IMPROVEMENTS, AND THERE HAS BEEN MUCH PROGRESS ALREADY, ESPECIALLY IN IMPROVING ACCESS TO THE AIRPORT. THE SKYPORT DRIVE BRIDGE WAS COMPLETED IN FALL 1999, CREATING A NEW ENTRY TO THE AIRPORT, AND CONSTRUCTION CONTINUES ON THE ROUTE 87 FREEWAY PROJECT THAT WILL CONVERT GUADALUPE PARKWAY INTO A SIX-LANE FREEWAY BETWEEN ROUTE 101 AND JULIAN STREET, IMPROVING ACCESS ALONG THIS HEAVILY TRAVELED ROUTE TO THE AIRPORT.

BEGINNING A DECADE OF INVESTMENT

A Master Plan

The Airport broke ground on a new commercial runway in January 2000, and at the same time marked the beginning of the Airport Master Plan, an extensive improvement program that will take nearly a decade to complete.

Runway 30R is the first of many improvements outlined in the Airport Master Plan. Strengthening and extending Runway 30R from its current 4,400-foot length to 11,000 feet will accommodate passenger and cargo jet aircraft.

While runway capacity for total aircraft operations will not significantly increase, having a second air carrier runway will improve the Airport's ability to meet demand from air carriers, and will also allow the Airport to rebuild the existing main runway without interruption to airline service.

In December 1999, the City Council awarded the Runway 30R construction project to the joint venture of R&L Brosamer and DeSilva Gates. Funding for the \$55 million project comes primarily from federal funds and grants, including passenger facility charges and the Airport Improvement Program. No local taxes will be used to fund the project.

The Airport Master Plan provides for a phased program of airfield and landside facility improvements to accommodate



Groundbreaking on the Airport's third commercial runway.

the projected growth in commercial aviation demand — 17.6 million passengers and 315,000 cargo tons by the year 2010.

Although the City completed and adopted the new Airport Master Plan in June 1997, Federal Aviation Administration (FAA) approval was required before the City could begin implementation. That approval was granted in December 1999.

Improvements will include: reconstruction and extension of existing main Runway 30L; numerous taxiway system improvements to support the extended parallel runways; construction of new passenger facilities; replacement of surface parking lots with multi-story garages for public and rental car parking; construction of a major air cargo facility, construction of a new fuel storage facility; an on-Airport people mover system; a transit connection to VTA

Light Rail; and double-decker roadways.

Another project that improves vehicle access to the Airport is the new Skyport Drive Bridge. The bridge was opened in November 1999, creating a third entrance to the Airport. Airport Parkway and Coleman Avenue are the other two. In 2003, the bridge will become the primary entrance to the Airport and will provide access to and from Route 87 in all directions.

The bridge was a joint project between the City and Caltrans, with the City building Skyport Drive Bridge and the Airport access, and Caltrans building the Route 87 detour road and the future Route 87 freeway. Skyport Drive Bridge was funded by Redevelopment Agency, state highway and federal funds.

Economic Impact ANALYSIS

San José International Airport

- The Airport generates almost 75,000 jobs in the San José area.
- More than 5,300 people were employed at the Airport. Visiting air passengers, who account for about half of the Airport's passenger volume, generated over 48,000 area jobs, primarily in service industries such as hotels, restaurants, and retail businesses. Spending of income by these Airport employees and service industry employees supported some 20,000 additional jobs in our community.
- In 1998, the Airport generated \$4.2 billion in business revenue; almost \$1 billion of this was in the form of wages and salaries to employees. When that income was spent, it generated another \$1 billion of income in the San José area.
- The Airport generated more than \$470 million in state and local tax revenues. Because the Airport is a self-supporting public enterprise (not subsidized by any general tax funds), this tax revenue represented net revenue to the State, the City of San José, and other cities in the Airport's service area.

Source: Airport Economic Impact Analysis, August 1999



CITY SERVICE AREA

TRANSPORTATION

Provide for the surface transportation needs of the community and neighborhoods with linkages to the region.





WITH A POPULATION NEARING ONE MILLION AND A RED-HOT JOB MARKET THAT CONTINUES

TO BRING NEW BUSINESSES AND NEW RESIDENTS TO SAN JOSÉ, TRANSPORTATION ISSUES, FROM NEIGHBORHOOD SPEEDING TO FREEWAY GRIDLOCK, HAVE BECOME AN IMPORTANT CONCERN FOR THE RESIDENTS OF SAN JOSE AND OTHER CITIES IN OUR REGION.

FOR THE PAST SEVERAL YEARS, THE CITY OF SAN JOSE HAS PROVIDED LEADERSHIP IN TAKING A REGIONAL APPROACH TO SOLVING THESE TYPES OF TRANSPORTATION ISSUES. A NUMBER OF PROJECTS TO UPGRADE OUR ROADWAYS AND IMPROVE PUBLIC TRANSIT SYSTEMS HAVE ALREADY BEGUN, AND BY WORKING WITH STATE AND FEDERAL AGENCIES, THE CITY IS SEEING DOLLARS FOR ADDITIONAL FREEWAY UPGRADES.

LOOKING AT LONG-TERM BENEFITS

Long-range Planning

With a population nearing one million and a red-hot job market that has continued to bring new businesses and new residents to San José, transportation issues, from neighborhood speeding to freeway gridlock, have become an important concern for all San José residents, as well as for the residents of other cities throughout our region.

For the past several years, the City of San José has provided leadership in taking a regional approach to solving these types of transportation issues. A number of projects to upgrade our roadways and improving public transit systems have already begun, and by working with state and federal agencies, the City may be able to get funding for additional freeway upgrades.

Regional Projects

San José will benefit from a number of local and regional improvements funded by Measures A and B, approved by Santa Clara County voters in 1996.

Measure A outlined a specific package of transportation improvements, including highway widening, light rail expansion, Caltrain improvements, and street and pothole repairs in Santa Clara County. Measure B authorized a 1/2 cent sales tax for nine years to be used for general County purposes.

Light rail extensions funded through the measures include an 8.3-mile stretch that will add 11 new stations between Tasman Drive and Capitol Avenue near Alum Rock Avenue, and a 6.8-mile stretch that will add 11 new stations between Woz Way in downtown San José and Los Gatos. Extended service from the Baypointe station to east San José is anticipated to begin in spring 2004. Service between downtown San José and downtown Campbell on the proposed Vasona line is anticipated to begin in November 2004.

In fiscal year 1999-2000, the City worked with other agencies to bring additional Measure A/B projects to our community including: widening Route 880 from Montague Expressway to Route 101; adding carpool lanes to Route 87 from Julian Street to

Route 85; widening Route 101 from Bernal Road to Morgan Hill; completing the Route 85 interchange connections with Route 87 and Route 101 enhancing Caltrain service; improving expressway operations; and expanding the bicycle transportation network.

Tapping into State and Federal Funds

Another \$150 million in new revenues from state and federal sources is expected to be available for major highway projects in Santa Clara County through 2005.

In November 1999, the City Council identified eight projects as top priorities for state and federal funding. On Route 101, these include the Trimble Interchange Upgrade, the Tully Interchange Upgrade, and the



Light rail extensions are planned

Zanker Overcrossing. On Interstate 880, the Coleman Interchange Upgrade, Charcot Overcrossing, and the Stevens Creek Interchange were identified. The final two projects are widening Montague Expressway, and improving Downtown Access from Interstate 280.

The total combined cost of these projects is about \$250 million.

Route 87 Freeway Project

Construction of the Route 87 Freeway Project continued in fiscal year 1999-2000.

This major project will upgrade Guadalupe Parkway, between Julian and Route 101, to a six-lane freeway, and when completed will relieve traffic congestion and improve access to Downtown San José, the Civic Center and San José International Airport.

In the spring of 1999, construction began on the following major contracts: the Taylor Street Interchange, a new detour road between Mission Street and Interstate 880, and construction of freeway embankments north of I-880.

Three more years of construction will complete the following improvements related to the Route 87 project: opening of the Taylor Street overcrossing from San Pedro Street to the west side of the Guadalupe River, and Route 101 improvements between Brokaw Road and the



Route 87 construction

Trimble/De la Cruz Interchange. All freeway construction, including interchanges, will be finished by the end of 2003.

The \$249 million project cost is being shared by the City (\$37 million) and State (\$197 million) and Federal (\$15 million) funds.

One mile closer to BART

When voters approved Measure A in November 2000, the possibility of bringing Bay Area Rapid Transit (BART) to San José took one giant step closer to reality.

In fiscal year 1999-2000, the City helped lay the groundwork for this success at the polls. Mayor Ron Gonzales made the extension of BART to downtown San José a priority of his administration. The BART to San José Policy Advisory Committee (PAC) was formed to evaluate the feasibility of bringing BART to

Downtown San José. At its August 1999 meeting, the Committee commissioned a study to determine current costs, potential ridership and overall feasibility of a BART extension. The firm of Parsons Brinkerhoff was chosen to perform and complete the study by May 2000. The study considered the Union Pacific corridor, which extends from Fremont through Milpitas, along East San José into downtown San José, with a terminus at the Santa Clara Caltrain Station and the San José International Airport. A budget of \$500,000 was established to cover the cost of the study, and a cost-sharing agreement was negotiated between the local agencies involved. San José's cost was \$185,000.

At the same time, the Alameda County Congestion Management Agency and the Alameda County Transportation

FINDING TRAFFIC SOLUTIONS

Authority were pursuing funding to complete the Warm Springs extension into South Fremont, a vital first step toward coming to San José. The City of Fremont removed a long-standing obstacle when it identified a feasible route and design to move BART beyond the current Fremont station and south to the Santa Clara County line.

Downtown Parking

Parking is another transportation-related issue that has come to the fore in recent years. The demand for parking in downtown San José is at an all-time

high, spurred on by a growth in existing businesses, new businesses, and office buildings at full occupancy. The City has taken several steps to alleviate the parking shortage for employees and visitors to the downtown area.

Funding was continued for an expanded Downtown Shuttle that connects low-cost parking lots to downtown businesses and cultural venues. Since this free shuttle service was expanded in January 1999, ridership increased about 260 percent.

In December 1999, a parking signage plan was implemented,

making it easier for visitors to find parking downtown. Signs throughout the downtown area now direct visitors to lots and garages with available parking.

Free valet parking is now offered at four surface lots that were frequently full. This service increased the capacity of the lots, and visitors to the adjacent businesses are now likely to find parking available there. To increase parking availability downtown for City employees, valet parking was initiated at one of the City's parking garages as well.

The Redevelopment Agency, in conjunction with the City, is developing an 800-space parking garage at Fourth and San Fernando Streets that will provide parking for businesses and retail establishments in the area, as well as for the joint library project of the City of San José and San José State University currently under construction. The garage is scheduled to open in 2002.

A new website (sjdowntownparking.com) was created to provide information about both public and private parking facilities.

Traffic Calming

Our city's success in attracting major employers and building new housing has resulted in more commuters and more traffic issues in our neighborhoods.

In mid 1999, the City Council directed the Department



Traffic calming in San José



Traffic-monitoring road camera

of Streets & Traffic to recommend a course of action for Citywide traffic calming. The Department conducted a comprehensive analysis of needs in San José and the City Council approved a new policy on traffic calming. The City's comprehensive program is taking steps to alleviate traffic concerns to improve the quality of life in residential neighborhoods.

One piece of the program is the Neighborhood Automated Speed Compliance Program (NASCO), created by merging a bit of Silicon Valley technology with neighborhood concerns about speeding. The program began in 1998 after a one-year pilot program was completed in 1996.

Upon request by residents, the City employs photo-radar equipment to photograph excessive speeders, who are then issued violation notices. In its pilot year

of operation, there was a 44 percent reduction in crashes and a nearly 50 percent reduction in excessive speeding in those neighborhoods where the service was implemented.

The program currently serves 60 residential streets and is being expanded to provide enforcement services for up to 150 streets in 2001. In addition to the NASCO, a team of seven additional police officers will be hired for additional neighborhood enforcement efforts.

Streetlight Maintenance

Keeping San José streets alight is no small task. Throughout the city, there are approximately 54,000 lights — streetlights and median lights, pedestrian crossing and pathway lights, vehicle overpass and underpass lights.

The Department of Streets & Traffic is charged with keeping all of these fixtures operating and maintained. This includes repairing or replacing lighting fixtures as needed, changing out lamps, photocells, and electrical system components, and repairing or replacing damaged streetlight poles. Old and dilapidated painted poles are removed, galvanized and reinstalled through a separately funded streetlight pole-refurbishing program.

Streets & Traffic crews measurably increased performance during the fiscal year. The percentage of streetlight outages repaired within seven days

improved from 73% in 1998-99 to 86% in 1999-2000, and the percent of customers rating service "very good" or better increased from 72% in fiscal year 1998-99 to 87% this year.

The Streetlight Maintenance Program is just one example of the City's efforts to streamline services and provide the results our residents want. Citywide efforts under the banner of Investing in Results are under way to move toward a more customer-focused, results-driven service paradigm.

Better management of resources, seasonal adjustments to work schedules, and improved phone communications to field staff were key factors in improved performance.

The streetlight pole-refurbishing program efficiently removed, galvanized and reinstalled 360 poles, thus increasing the useful life of each pole and reducing complaints regarding appearance and condition. The cost per pole was about \$550, approximately a \$650 savings over installing a new pole.

Fiscal year 2000-01 promises to bring greater performance improvements, operational enhancements, and a better overall streetlight system for the City of San José. New maintenance vehicles and additional funding for supplies and materials will be added in an effort to ensure that 100 % of streetlight outages are repaired within seven days.

CITY SERVICE AREA

ENVIRONMENT AND UTILITY SERVICES

Manage environmental services and utility
systems to ensure a sustainable environment for
the community.





THE ENVIRONMENT HAS LONG BEEN A PRIORITY FOR THE CITY OF SAN JOSE. THROUGH NEW AND ONGOING POLICIES AND PROGRAMS, CITY STAFF ARE WORKING HARD TO PROTECT OUR RESOURCES AND OUR HILLSIDES FOR FUTURE GENERATIONS. THEY ARE TEACHING CHILDREN ABOUT STEWARDSHIP, SETTING ASIDE MORE ACRES FOR PARKS AND LOOKING FOR NEW ALTERNATIVES TO OLD RESOURCE ISSUES.

LAND AND WATER FOR THE FUTURE

Greenline/Urban Growth Boundary

In March 2000, the City Council added the Greenline/Urban Growth Boundary to the San José 2020 General Plan, the City's comprehensive plan guiding physical development. The Urban Growth Boundary builds on the City's 30-year effort to manage growth, provide



George Park

adequate services, balance its budget, preserve open space and enhance quality of life.

San José's experience with rapid growth during the 1950s and 1960s showed that urban development at the city's edge, particularly residential development, did not generate sufficient revenue to cover the cost of providing urban services and infrastructure. In 1970, San José began a growth management program to direct growth to appropriate urban locations.

The Greenline/Urban Growth Boundary supports San

José's efforts to remain a livable community by:

- preserving hillsides, wetlands, and other open space lands as a legacy for future residents;
- promoting environmentally and fiscally sustainable development in urban locations; and
- protecting public health and safety by preventing urban development in areas subject to natural hazards.

Parkland Dedication

The City continues to add new parklands throughout our neighborhoods as the result of two ordinances governing residential developments.

The City adopted the Parkland Dedication Ordinance in late 1989, requiring residential sub-dividers to dedicate land for neighborhood or community parks, pay impact fees if they didn't dedicate lands, and/or build improvements on new and existing public parklands. A parallel ordinance, the Park Impact Ordinance, was adopted in September 1992, and applies to residential developments not part of a subdivision map (high-density apartment projects not requiring land subdivisions, for example).

During FY 1999-2000, two park sites were completed under the City's park ordinances. The

eight-acre Basking Ridge Park was dedicated as a public park in June 1999, and a four-acre park, Palmia Park, was opened in January 2000.

The City's first negotiation under the Parkland Dedication Ordinance occurred in 1993, when the City worked with developer Kaufman & Broad-South Bay to build a six-acre neighborhood park, Metcalf Park, on County property.

City Trails & Pathways

The City's General Plan 2020 and the Greenprint for Parks and Community Facilities and Programs, adopted in September 2000, have designated approximately 115 linear miles of trails throughout the City of San José. To date, about 26 miles of City-owned trails have been completed. About 15 linear miles of the County-owned Coyote Creek Trail operates within the City's sphere of influence.

While no additional trail miles were opened last year, the City was very successful in securing grants to further develop our trails system.

In fiscal year 1999-2000, the City applied for and received funding commitments from seven separate grant programs for a total of \$1.95 million. In conjunction with City matching funds, these grant funds will help to plan and develop the Los Gatos Creek Trail from Lincoln Avenue to Auzerais

Award of Excellence

Avenue near the downtown area, and the Saratoga Creek Trail from English Drive to Bolinger Drive in West San José. In addition, the City will receive approximately \$2 million from the State to develop the Guadalupe River Trail.

Protecting Our Endangered Species

For the third consecutive year, San José met State requirements limiting the amount of wastewater that can be discharged to San Francisco Bay through a combination of water conservation and water recycling. Without this effort, the habitat of two endangered species - the California Clapper Rail and Salt Marsh Harvest Mouse - would be converted from salt-water marsh to fresh-water marsh.

In fiscal year 1999-2000, City residents made a major impact in this reduction by installing 19,700 ultra-low flush toilets. More than 240 businesses and public facilities also helped to reduce discharges by buying recycled water for turf irrigation and industrial processes from South Bay Water Recycling, a joint project of the cities of San José, Santa Clara, Milpitas, the San José Water Company, Great Oaks Water Company, and the Santa Clara Valley Water District.

Watershed Management Initiative

The southern reach of San Francisco Bay, which forms the City's northern border in the Alviso neighborhood, is a unique



The San José/Santa Clara Water Pollution Control Plant, operated by the City of San José, has garnered national recognition for its role in protecting the environment. The plant received the National Wastewater Management Excellence Award, the top honor for excellence in operations and maintenance. The Water Pollution Control Plant is one of the nation's largest and most advanced wastewater plants.

body of water. Two rivers and their tributaries flow through the Santa Clara Valley and drain into this shallow part of the Bay, which is extremely sensitive to the environmental impacts of development and other human activities.

The Watershed Management Initiative (WMI) — started in 1996 by a consortium including the City, the U.S. Environmental Protection Agency, the State Water Resources Control Board, the San Francisco Bay Regional Water Quality Control Board, and a score of environmental organizations — is meant to

address all sources of pollution that threaten the Bay, and to protect water quality throughout our watershed.

During fiscal year 1999-2000, the first volume of the Watershed Management Plan, the Watershed Characteristics Report, was completed. A range of science-based, water-quality objectives were developed and have broad-stakeholder support. A Watershed Assessment Report also was completed, providing the framework for analyzing water quality and other data.

Previously, specific issues affecting watersheds were ad-

RESOURCE-WISE BUILDING AND RECYCLING

dressed by a patchwork of separate regulatory actions. A goal of the Watershed Management Initiative is to coordinate existing regulatory activities to ensure that problems are addressed efficiently and cost-effectively. The City has provided funding for technical studies as well as grants for stakeholder involvement in the watershed management process.

Youth Watershed Education

The Youth Watershed Education Team of the Environmental Services Department plans water educational programs that reach more than 200,000 youth in grades K-12 in the 276 public schools throughout the San José/Santa Clara Water Pollution Control Plant's service area.

These programs are designed to encourage sustainable environmental habits and stewardship of Santa Clara Basin Watershed. Through the Water Awareness Program, San José Park Rangers do classroom presentations with hands-on activities to teach youngsters about preventing pollution to creeks. Last year, the Rangers held more than 109 talks in 28 San José schools, reaching over 2,900 students.

In fiscal year 1999-2000, the Water Pollution Control Plant conducted over 30 tours for more than 670 students in grades 5 to 12. Some were part of a Slow the

Flow program at the Don Edwards San Francisco National Bay Wildlife Refuge that focused on the importance of water conservation for preserving South Bay salt marshlands.

The new Youth Watershed Education Grants Program awarded \$47,000 to 14 educational programs, impacting over 11,000 students.

In the coming year, the Environmental Services Department will continue to offer youth outreach programs, roll-out the newly revised South Bay Water Connections middle school curriculum materials, and support teacher training and regional youth watershed outreach efforts.

San José's Green Building Program

Green Building is an exciting new program that provides resources to encourage building, buying or remodeling homes and workplaces in a way that results in minimal impact on the environment.

Many residents volunteered through Green Building work groups and the Mayor's appointed Green Building Task Force to help identify and select specific green building policy recommendations for the City of San José.

In April 2000, the City Council adopted the final recommendations. These recommendations included: establishing local

green building guidelines; developing an awards program to recognize area green buildings and architects; developing incentives to encourage green building; and establishing a green building resource center and outreach program.

During the first six months of 2000, a green building lecture series was developed as part of the program's outreach component. To date, four lectures in the series have been conducted. A Green Building brochure was distributed in August 2000, and the Environmental Services staff is working with the Public Works Department to use the West Valley Library rehabilitation as a green building pilot project.

Recycle Where You Live, Work and Play

San José continues to have a nationally recognized recycling program. During fiscal year 1999-2000, the City achieved a 47% diversion of materials from local landfills through recycling in residential and commercial sectors. This places San José among the leaders in meeting a

Green Building *n*.

1. Any building and environment that is sited, designed, constructed, operated and maintained for the health and well-being of the occupants and with minimal impact on the environment.

Tons Recycled FY 1999-00

Yard trimmings

123,000 tons

Residential

609,000 tons

(includes plastics, glass, newspaper, mixed paper, food, scrap metals, etc.)

Water

6 to 9 million gallons a day was recycled on average during the 6-month dry weather season. More than 240 commercial customers helped reduce the amount of fresh water being discharged into San Francisco Bay, thereby preserving the salt marsh that is vital to two endangered species.

statewide mandate for all cities and counties to divert 50% of their waste streams from landfills by the end of 2000. This achievement resulted from an increased focus on commercial recycling and the launch of a multi-media outreach campaign (100% San José) letting our residents and those who visit or commute to work in San José how to recycle wherever they are - at home, at work, in our parks, in our libraries or even while walking along our streets.

In 1999-2000, San José residents diverted 90,000 tons of materials from landfills by doing an outstanding job of recycling at the curb and at apartment buildings. Through an aggressive program, 3,500 home-composting and worm-composting bins were sold, and more than 433 San José residents



Curbside recycling program collects more than just bottles and cans

were educated on composting through two-hour classes held in the community. The City's Composting Program is also taking composting into schools and community gardens, setting up demonstration sites for community members to see the bins in action.

During fiscal year 1999-2000, City employees recycled more than 1,800 tons of newspaper, white and mixed office paper, computer paper, corrugated cardboard and bottles and cans through the Recycle@Work program, which began in June 1997. Each City employee is responsible for making sure all paper and other recyclables are placed in centralized containers to be recycled.

In the business community, an aggressive technical assistance program offered by the Environmental Services Department resulted in more than a dozen multi-tenant office buildings starting or enhancing existing

recycling programs. Working in partnership with the Chamber of Commerce and the Silicon Valley Manufacturing Group, the City is reaching businesses with the message to recycle at work.

In the past year, more than 80 businesses received free technical assistance for setting up or enhancing recycling programs. Another 30 multi-tenant office buildings will establish recycling programs within the next two years. One business with over 800 employees is now implementing the same mini-can system used by City employees, and other large firms are showing strong interest.

In 1999-2000, the City created a program that places new receptacles for recycling bottles and cans - in all city parks. It is estimated that over one million beverage containers will be diverted from San José's waste stream per year through recycling efforts in parks.

CITY SERVICE AREA

PUBLIC SAFETY

Provide prevention and emergency response services for crime, fire, medical hazardous and disaster-related situations.





SAN JOSE IS PROUD OF ITS STATUS AS THE SAFEST BIG CITY IN AMERICA. EFFECTIVE POLICING STRATEGIES AND STRONG COMMUNITY POLICING HELP TO KEEP OUR COMMUNITY SAFE. IN 1999, SAN JOSE HAD 27 HOMICIDES, COMPARED TO 400 IN DETROIT, WHICH IS ABOUT THE SAME SIZE, OR 302 IN BALTIMORE, WHICH IS A LITTLE SMALLER THAN SAN JOSE. OVERALL CRIME TOTALS ARE DOWN 14% IN SAN JOSE. THE CITY IS EXPANDING ITS EFFORTS IN COMMUNITY POLICING TO BECOME MORE VISIBLE IN OUR NEIGHBORHOODS AND MAINTAIN SAFETY THROUGHOUT OUR COMMUNITY.

KEEPING OUR STREETS SAFE

Community Policing Centers

In February 2000, the first of four planned Community Policing Centers was opened at Westfield Shoppingtown - Oakridge.

Community Policing Centers give residents quick access to police services in their neighborhoods, eliminating long travel time and parking problems. Residents can drop in at their convenience to file reports or get information on police matters or other City services. The centers also have meeting rooms available for use by Police, community and business groups.

Community response to the Oakridge Center has been good. In March 2000, the first full month of operation, residents made 200 requests for service. The types of services available at the center include fingerprint services, citation sign-offs, use of the Megan's Law computer, request for general Police or City information, weapons turn-in

program, and report filing. In April 2000, the Center logged 457 requests for service. This high number was due in part to outreach services for fingerprinting conducted at area schools and for community groups.

A second center, the Foothill Community Policing Center - Tropicana, opened in October 2000 on the city's Eastside. Two other centers are planned for the central and western sections of the city.

Crisis Intervention Team

San José Police are also taking advantage of new training opportunities to help them do their jobs better. The Department began its first Crisis Intervention Team in March 1999, modeling the program after one established in Memphis, Tenn.

The program uses training to better educate officers and dispatchers so they can help defuse potentially violent situations involving the mentally ill or persons in emotional crisis. By decreasing the use of force during crisis events, the likelihood of injury is also reduced. In Fiscal Year 1999-2000, 80 people graduated from three Crisis Intervention Team academies. Among the graduates were 48 officers/sergeants, 14 public safety dispatchers and 18 people from outside agencies.

The academy provides 40 hours of training on mental

health issues such as: schizophrenia, major depression, bipolar disorder, personality disorders, and psychotropic medications. The program also offers training in developmental disabilities, traumatic brain injury, Alzheimer's, suicide intervention, and cultural diversity. Volunteer instructors come from Stanford University, the Veterans' Hospital, San José State University, Santa Clara County Mental Health, the Alliance for the Mentally Ill and various contract agencies.

The Police Department has opened its training to other law enforcement agencies. Since attending the San José academy, Fresno Police Department and Monterey County have started their own programs. Currently there is a waiting list of outside agencies interested in attending the San José Crisis Intervention Team program.

Vehicle Stop Demographics

This year, the San José Police Department continued to be a national leader in collecting and analyzing vehicle stop demographics, the first step to combating the practice known as "racial profiling," stopping drivers based on the color of their skin.

In June 1999, the San José Police Department became the first law enforcement agency in the country to initiate a voluntary pilot project to compile and study data on the ethnicity, gender, and age of drivers



Opening of the Policing Center at Oakridge



Fire training exercise

stopped by San José Police, as well as the basis for those vehicle stops. Since the Department began collecting vehicle stop demographics, some 32 cities have launched similar data-collection programs.

The City's one-year study was fully automated and used the existing Computer Aided Dispatch system to gather data. Police Chief William Lansdowne was invited to Washington, D.C. by Attorney General Janet Reno to give a presentation on this groundbreaking project, and in February 2000, Police Department staff presented the City's project at a symposium hosted by the United States Department of Justice.

Results of the study's first quarter were presented, as well as information to help other agencies implement and conduct such a study. In March 2000, Police staff made a similar presentation in Milwaukee to a task force convened by the Governor of Wisconsin. The Department also provided information to about 200 outside police departments,

universities, and government groups across the country who are using the Department's methodology to conduct similar studies of their own.

On December 1, 2000 the Department released statistical information and an analysis for the first full year of the Study. The data gathered by San José Police showed that racial profiling does not appear to be institutionalized within the agency. The race or ethnicity of drivers stopped seems to reflect the racial and ethnic make-up of a particular police district, rather than showing any Citywide patterns. For example, in the Almaden Valley, where the majority of the population is Caucasian, 66 percent of drivers pulled over by Police were also Caucasian. On the City's East Side, where most of the population is Hispanic, 66 percent of the drivers stopped by Police were Hispanic. An indication that racial profiling may be occurring could be seen if the majority of drivers stopped in the Almaden Valley were Hispanic, or if the majority of drivers in

stopped on the East Side were Caucasian; yet as the statistics indicate, this was not the case

In addition, the few traffic stop complaints the Department did receive revolved mainly around the way an officer treated a driver after the stop was made, not whether the driver had been racially profiled for a vehicle stop. The Department is taking steps to design training for all sworn personnel to address interpersonal communications skills on traffic stops.

Fire Services

The City's Fire Department has embarked on a long-range plan and has made changes to allow faster response during emergencies.

In fiscal year 1999-2000, the Fire Department responded to 59,160 emergency service calls. These calls included medical (76%), fire (11%), rescue and other service calls (13%).

In efforts to improve emergency medical services, the Department is conducting a pilot study on the effectiveness of portable defibrillators. Instructors are being trained to teach other staff at a variety of City locations. Staff will be trained in CPR and operation of the automated external defibrillator unit. The project will be completed in Spring 2001.

Medical Priority Dispatch System

San José's Medical Priority Dispatch System helps to im-

RESPONDING TO EMERGENCIES

prove critical response times by allowing the Fire Department to screen incoming emergency calls and prioritize them by severity.

The Fire Department implemented this dispatch system in 1998 to better serve those residents needing emergency services. By prioritizing calls for service, the Fire Department is better able to manage its emergency equipment and personnel resources. Pre-arrival instructions help callers to provide medical assistance before trained emergency personnel arrive at the scene.

During this fiscal year, the Fire Department initiated the quality assurance process of the Medical Priority Dispatch System, the first step toward accreditation. Once accreditation is received, the department will be able to provide improved service by using patient referral services.

Paramedic Service



Fire Station #31

In fiscal year 1999-2000, the City Council approved negotiation of an expanded public-private partnership between the San José Fire Department and American Response West, the private ambulance company that currently provides ambulance services for the City. This is an important contract for the Fire Department, which in fiscal year 1999-2000 responded to 44,611 calls for emergency service.

On average a fire unit was on the scene of a medical emergency within eight minutes 80% of the time after receiving a request for assistance. The current First Responder Agreement was extended by the City Council until March 31, 2001, to allow for negotiations with the County to be concluded. A new emergency medical services partnership, which better integrates City and private resources, has the potential to improve services and reduce system costs.

Fire Service Strategic Plan

This year, the Fire Department completed development of a comprehensive plan to evaluate and make recommendations about fire station locations, staffing and the effectiveness of equipment to help improve service to the public. The Fire Department began developing the plan in 1995 and consulted with the Department of Plan-

ning, Building and Code Enforcement, and the City Manager's Office. Implementation of the Plan will occur in four phases:

- 2000-2001: Hire support staff and install records management systems.
- 2001-2002: Improve maintenance for reserve fire engines and public education programs.
- 2002-2003: Purchase new fire apparatus and mobile data communications.
- Long Term Implementation: Plan and build training centers and fire stations, and enhance the 911 system.

The Department is also looking at training, facilities and technology needs. The results of these studies, including the Strategic Plan, will be correlated into a Department master plan in 2001.

Fire Station Construction

Three new fire stations were constructed in fiscal year 1999-2000: Station No. 1 downtown, Station 27 in Edenvale, and Station 31 in Evergreen.

The new station No.1 replaced an inadequate, older facility that no longer met the needs of the downtown area. The new 15,500-square-foot building, constructed right next door to the old station, opened in October 2000. It houses an engine

San José Prepared!



San José Prepared! is the City's community emergency response team. The current membership includes more than 800 graduates, and nearly 1,000 people who have taken at least one of the four modules. Graduates have received 16 hours of initial training, following the Federal Emergency Management Agency (FEMA) guidelines, plus first-aid and CPR training. They participate in annual exercises and continuing education.

During the past year, 107 people participated in emergency preparation training, and 52 people graduated after completing all four of the class modules. These graduates

added 11 additional neighborhoods to the *San José Prepared!* ranks.

Response teams have been used during floods to provide information to threatened neighborhoods. They evacuated a resident during a mobile home fire, and provided assistance at a multi-vehicle freeway accident. As a stand-by volunteer group, they augment the efforts of public safety professionals during disasters, including collecting damage assessment information, and providing direct services to affected neighborhoods. San José's team was the first in the state to receive financial support from FEMA, based on the program's conformance to national guidelines.

company, truck company, Division Chief, Battalion Chief, two Captains, three Fire Engineers, and five Firefighters.

An upgraded Station 27 and a new Station 31 were needed to respond to the growth patterns in South and Southeast San José. They ensure adequate service delivery times for the Fire Department's emergency response capabilities.

Station 27, a 4,500 square-foot station, and Station 31, a 7500 square-foot station, are each staffed with a single engine company of four firefighters, including a Captain, a Fire Engineer, a Firefighter Paramedic, and a Firefighter, to serve residential and commercial developments in the Evergreen and Edenvale areas. These stations are poised to accommodate the need for expanded services as these areas of our community grow and develop.

Training

The Fire Department is in the process of adding firefighter lateral and company officer academies. Lateral academies will help the Department to reach its hiring goals by attracting experienced firefighters. The officer academy adds basic officer level training that includes supervision, tactics, and administrative areas of study. Both academies will begin in 2001.

Radio Amateurs

Radio Amateurs in Civil Emergency Services (RACES) is a volunteer group of more than 150 San José residents that supports disaster response in our community. Every member of the group is an FCC-licensed HAM operator. They use their own equipment to respond to communications needs within the community, supporting

Police and Fire command staffs in the field, and Citywide response efforts in the Emergency Operations Center.

Eight new volunteers joined San José RACES this year, and the group increased its support of both Police and Fire Department training programs. RACES volunteers contribute thousands of hours each year at community events, such as the Christmas In The Park Parade and the Tet Festival. They also provide a critical communications link for San José Prepared! neighborhood groups, providing an alternative means of communicating essential damage assessment and injury information when phone lines are compromised. RACES is sanctioned by the Federal Emergency Management Agency, and is part of the Office of Emergency Services programs.

CITY SERVICE AREA

RECREATION AND CULTURAL SERVICES

Provide all residents with libraries, parks, cultural venues
and recreation services for life-enjoyment and life-long
learning.





THE CITY OF SAN JOSE HAS ALWAYS RECOGNIZED THE VALUE OF POSITIVE RECREATIONAL AND EDUCATIONAL OPPORTUNITIES FOR OUR COMMUNITY'S YOUNG PEOPLE. THE CITY COUNCIL HAS EXPANDED ON THAT COMMITMENT WITH INVESTMENTS THAT WILL PROVIDE CULTURAL AND EDUCATIONAL OPPORTUNITIES FOR RESIDENTS OF ALL AGES. THIS REFLECTS THE CITY'S COMMITMENT TO THE KINDS OF FACILITIES THAT PROVIDE OPPORTUNITIES FOR OUR DIVERSE POPULATION TO TAKE ADVANTAGE OF LIFELONG LEARNING, LEISURE, CULTURAL AND ARTISTIC EXPERIENCES.

A NUMBER OF NEW AND EXISTING PROGRAMS AIM TO SUPPORT THE EFFORTS OF LOCAL SCHOOLS IN EDUCATING OUR CHILDREN, PROVIDE POSITIVE RECREATIONAL OPPORTUNITIES FOR YOUTH, SUPPORT ARTISTIC ENDEAVORS IN OUR COMMUNITY, AND IMPROVE PARKS AND OTHER FACILITIES THAT OFFER RECREATIONAL AND CULTURAL ENRICHMENT.

RECREATIONAL OPPORTUNITIES FOR YOUNG AND OLD

LEARNS

Through San José LEARNS, a popular City program for youth, 1,440 elementary and middle school students have filled their after-school hours with fun and educational activities.

LEARNS (Literacy Education Arts Recreation Nurtures Students) is a free after-school program funded by the California Department of Education that provides integrated literacy, enrichment, education and recreation activities. San José LEARNS is a three-year, state-funded, project of the City of San José and six school districts serving 23 elementary and middle schools until 6 p.m. each school day.

Through a carefully selected curriculum, the program keeps children engaged after school with positive activities that build self-esteem, develop leadership skills, build teamwork and problem-solving skills, foster creativity, promote a positive attitude about school and increase parent involvement in the community.

Mount Pleasant Elementary School is one of the participating sites. On a typical day, over 90 children attend the program. Last year, in addition to a daily homework center and recreation programs, children enjoyed a six-

week puppetry workshop provided by the San José Multicultural Artists Guild, a visual arts workshop and a six-week multimedia exploration workshop sponsored by the San José Museum of Art. The Girl Scouts of Santa Clara County provided a well-being series for girls that explored self-esteem, leadership, decision-making and problem-solving strategies.

Developed in collaboration with six schools districts, the Department of Parks, Recreation and Neighborhood Services manages the program to provide a broad range of structured educational and enrichment activities. The Office of Cultural Affairs, under the Department of

Conventions, Arts & Entertainment, coordinates arts workshops using performing and visual artists from five local professional arts organizations. The Library Department's young adult outreach librarians provide workshops to engage children in leisure reading activities. These departments work with school staff, parents, and community-based organizations to present the program.

South Bay Fishing in the City

More than 9,000 San José youngsters know how to bait a hook and cast a line, thanks to another popular program operated at Lake Cunningham Regional Park and other lakes throughout the county.

Now in its sixth year, the South Bay Fishing in the City program is a collaborative effort



South Bay Fishing in the City program

run by the City, Santa Clara County, the California Department of Fish & Game, and several community service organizations.

The program holds a dozen events per year for children and their families to learn how to fish through classroom instruction, hands-on training, and watershed awareness education. Each event is sponsored by a service club, County Parks, or the City of San José. About 50 volunteers work at each event, helping to train an average of 150 youth in attendance. Fishing clinics are set up with different stations and groups of 10 or 15 children go through each stage of training together, teamed up with a volunteer known as their “fishing buddy.”

At the day-long fishing clinics, children learn how to safely handle a fishing pole, and they learn about watersheds — how pollutants enter our lakes and streams and what can be done to prevent the problem.

Active participation in the program, ongoing volunteer support, and a strong state budget have led to a 150% increase in the number of fish stocked at Lake Cunningham. More than 15,000 pounds of fish were planted in 2000, amounting to \$29,000 in program support from the state for recreational fishing at Lake Cunningham. Fish — trout or catfish — are planted in a netted off section of the lake that is available to clinic participants only. The program also loans fishing poles out year-



Two new municipal golf courses are planned in San José

round to community centers, Scout groups, and youth groups for special events.

Golf Course Construction

Local golf enthusiasts also have reason to be happy — two new municipal golf courses in San José.

The 9-hole Rancho del Pueblo municipal golf course, along with a 1.6 acre neighborhood park, single-family housing and a senior housing complex have all been developed at the site of the former Thunderbird Golf Course.

The City acquired about 32 acres for the new golf course, a joint project between the City and a private developer. Construction was completed in August 1999 and an operations manager was approved by the City Council in November 1999. This new facility includes a 9-hole course with water hazards, a clubhouse with a pro shop and

food service, and a lighted driving range with 25 tee stations. The golf course opened in March 2000.

The City also moved forward with plans for another municipal golf course - the Tuers-Capitol Golf Course. Plans for this proposed 18-hole municipal golf course on 180 acres bordered by Capitol Expressway. on the south and Tuers Road on the east, have been under way since 1997 when the City Council approved a conceptual plan and proposed financing strategy for the golf course.

In April 2000, the Planning Commission certified the Environmental Impact Report for a proposed master plan for the course. The proposed master plan was then presented to the Parks & Recreation Commission and the City Council, which in August 2000 awarded a construction contract for the project.

This 18-hole golf course with

BRINGING LIBRARIES TO KIDS

driving range, putting green and clubhouse, is scheduled to open in November 2001.

Wild About Reading

Several new Library programs have opened the door to opportunity for people of all ages.

The Wild About Reading campaign began in the spring of 2000 and has had great success putting library cards into the hands of young students and opening their eyes to the power of books and learning. Since it started, 12,000 students signed up for Library cards. Wild About Reading is a two-year plan to give every first- and second-grader in San José public schools the chance to get a library card.

More important than the cards themselves, the program introduces children and their parents to the wealth of programs and services available at the

public library. When the program was first tested in Fall 1999 in the Oak Grove School District, Library staff visited 148 classrooms in 18 schools and more than 1,300 students received library cards. By May 2001, Wild About Reading will reach more than 25,000 students. The program received supplemental funding from Pacific Bell, Westfield Shoppingtown - Valley Fair and Brentano's.

For youngsters and adults with library cards, the new Library eBranch, launched in April 2000, makes Library access even easier, using technology to keep our virtual library open 24 hours a day, seven days a week.

The eBranch was designed to meet a growing demand for online services and remote access, serving people at home, school and work through an increasingly interactive website. Recent statistics showed 300,000 visitors to the Library website per year, a figure that continues to increase as additional services are added.

Library cardholders can visit the site at their own convenience to search for available materials, place requests, renew items, and search databases containing thousands of newspaper and magazine articles.

In November 1999, the Library website was selected as the Library Site of the Month by LibrarySpot.com. The website was recognized for its outstand-



Library card campaign reaches kids

ing contributions to the online library community.

Over the past year, with the support of several funding partners, the Library worked to address the digital divide, and make computers with basic software applications and Internet access more readily available.

Through the Bill and Melinda Gates Foundation Library Initiative, the San José Public Library was awarded \$137,100 for 40 Internet accessible computers and 7 printers for the following libraries: Biblioteca Latinoamericana, East San José Carnegie, Educational Park, Empire, Hillview, Rosegarden, and the Dr. Martin Luther King Main Library. These computers made a number of new initiatives possible. For instance, the library was able to add at least one computer at each outlet with specialized hardware and software for customers needing assistive devices. Three of the computers at the Main Library supplement activities of the Partners in Reading adult literacy program. The Biblioteca



Logging on at the local library

combined its Gates computers with computers purchased through a \$23,000 grant from AT&T to complete their 12-station Technology Center.

The Gates Foundation grant also funded 11 Internet accessible computers, one printer and a presentation device for a new computer-training lab at the Hillview Branch Library. The lab is used for Internet classes for seniors, afternoon homework center activities, and public use.

Partners in Reading received a \$225,000 three-year grant from Wallace-Reader's Digest funds for program enhancements. Most of the funding will be used to incorporate technology into the program's adult literacy curriculum.

Enhancing facilities

Happy Hollow Park & Zoo is becoming even more popular among San José residents and other visitors. In fiscal year 1999-2000, the Park teamed up with community organizations to raise money for facility improvements and to enhance program offerings.

The number of visitors to the park has increased by approximately 8% annually in the last few years to a current total of more than 351,000 visitors per year. Although the majority of visitors are local, an average of 80 % annually, Happy Hollow Park and Zoo also receives visitors from throughout the United States and around the world.

Happy Hollow staff worked with volunteers from local high schools, Boy Scout troops and more than six non-profit organizations, including the Kiwanis Club, San José Rotary, Junior League, Community Impact and the Latter Day Saints to improve the overall attractiveness, safety and use of the facility.

To expand educational opportunities for San José youth, a scholarship fund was created in memory of a deceased docent and was featured in the San José Mercury Wishbook. This new scholarship fund for disadvantaged children began in May 2000, sending four students to Happy Hollow educational activities. During the next year, an estimated 65 youngsters will benefit from the scholarship fund.

In conjunction with its non-profit partner organization, Happy Hollow Corporation, park staff worked to provide significant program enhancements. Happy Hollow Corporation donated a van for zoo interpretive activities, funded 3.5 staff positions for the membership and education programs, and funded the planning and construction of renovations to the jaguar exhibit.

Doing Business Better

In conducting its own business, the City has made improvements in areas that support recreational and leisure opportunities and lifelong learning. These include donating surplus comput-

ers and other items for use in our community, a complete makeover of the City's website, and the launch of the new government information channel on local cable Channel 37A.

Putting Surplus to Good Use

The Purchasing Division of the General Services Administration has several programs in place that put surplus items to good use in our community.

Since the City began converting from Macintosh computers to PCs in 1998, more than 150 surplus Macintosh computers have been donated to homework centers in the San José Unified, Franklin McKinley, and Eastside Union High School Districts.

Book Giveaways are another way to re-use valuable materials.



Surplus Book Giveaways are popular

CONNECTING WITH OUR CUSTOMERS

For several years, the City has held book giveaways to make discarded library books available to the public, rather than sending these books to the landfill.

A group of dedicated volunteers helps with this effort to give books to non-profit organizations, schools and individual residents. During the 1999-2000 fiscal year, more than 10,000 books were sent to the Philippines through Book Bank USA. Sankofa Institute of Science sent more than 8,000 books to Ghana. Since the program began in 1995, more than 50,000 discarded library books have been recycled and re-used.

Surplus furniture is another item that gets recycled. During fiscal year 1999-2000, the City donated to 15 non-profit organizations more than 180 partitions, 44 desks, 20 reference tables, 32 file cabinets, and other office furniture. Furniture went to local elementary and high schools, and such organizations as the Mexican Heritage Corporation of San José, Vietnamese Volunteer Foundation, and South Bay Regional Public Safety Consortium.

Making City Information Easy to Find

Improvements to the City's website began in Fall 1999 to make the site more user-friendly

for our residents. An array of information is now readily accessible to anyone with Internet access, and the upgrading process continues.

In June 2000, San José became the first city in the nation to use digital signature technology to allow people to not just apply, but also receive building permits online. The City's website received a "Best of the Web" award in August 2000 for this innovation. An expanded e-government program that will make more City services available online is currently being planned. In the area of accessibility, San José continues to be a national leader in ensuring website access to people with disabilities, contributing to the City's international reputation as a "Digital City."



The City's website has a new face

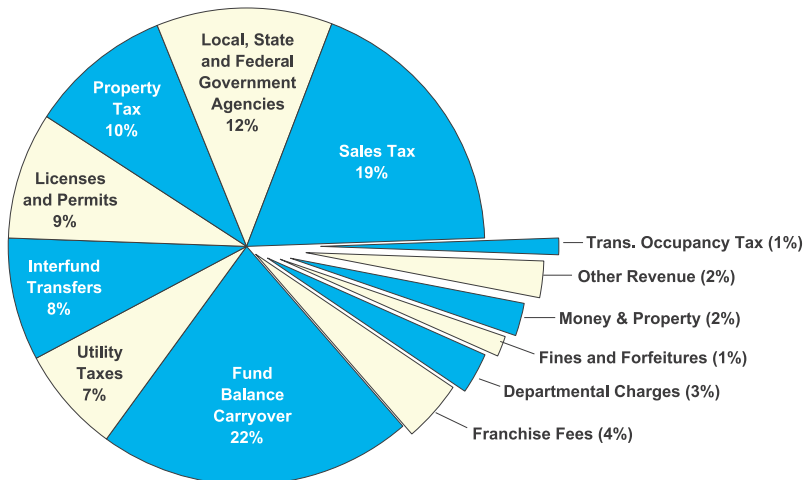
In November 2000, the City's website was awarded "four stars" — the highest possible rating — by MuniNet Guide and Review, an independent research company that reviews municipal and other government websites.

Starting in April 2000, San José residents could tune in weekly to watch their local City Council meeting on cable television. CivicCenter TV, the City's new government information channel, can be viewed on cable Channel 37A. It gives residents a new option for accessing City Council meetings, and finding information about City programs and services. In addition, CivicCenter TV streams audio and video on the web. Click on www.ci.san-jose.ca.us and tune in.

HIGHLIGHTS

General Fund Sources

FY 1999-00 Actuals



Total General Fund Sources: \$750,506,238

FY 1999-00 SOURCE OF FUNDS (ACTUALS)

GENERAL FUND

Property Tax-----	\$71,970,853
Sales Tax -----	\$140,306,536
Transient Occupancy Tax -----	\$8,287,524
Franchise Fees-----	\$30,322,259
Utility Taxes -----	\$53,425,760
Licenses and Permits -----	\$65,364,099
Fines and Forfeitures-----	\$10,308,366
Revenue from Money and Property -----	\$17,202,339
Revenue from Local Agencies -----	\$34,030,502
Revenue from State Government -----	\$52,551,515
Revenue from Federal Government -----	\$3,048,666
Departmental Charges -----	\$21,838,512
Other Revenue-----	\$18,145,850
Prior Year Fund Balance -----	\$161,316,488
Transfers and Reimbursements -----	\$62,386,969

Total General Fund	\$750,506,238
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ENTERPRISE FUNDS

Airport -----	\$228,409,317
Parking-----	\$18,276,338
Waste Water Treatment Plant-----	\$248,670,161
Municipal Water -----	\$25,401,901

Total Enterprise Funds	\$520,757,717
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SPECIAL REVENUE FUNDS

Internal Services -----	\$68,466,480
Community Development Block Grant Fund ---	\$30,327,974
Conventions and Cultural Affairs Fund -----	\$21,210,874

SPECIAL REVENUE FUNDS (Continued)

Gax Tax -----	\$16,789,701
Housing -----	\$98,854,589
Integrated Waste Management Fund -----	\$79,461,748
Library Benefit Assessment District Fund -----	\$8,754,646
Special Assessments -----	\$8,636,347
Storm Sewer Operating Fund -----	\$16,535,441
Tobacco Settlement Fund -----	\$7,574,418
Transient Occupancy Tax Fund -----	\$14,160,484
Other -----	\$27,232,103
Total Special Revenue Funds	\$398,004,805

CAPITAL IMPROVEMENT PROGRAM FUNDS

Fund Balances -----	\$446,813,853
Sale of Bonds -----	\$125,620,918
Fees and Charges -----	\$63,638,318
Revenue from Other Government Agencies -----	\$46,939,873
Contributions, Loans, & Transfers -----	\$85,897,358
Interest Income -----	\$18,915,106
Other -----	\$21,180,432
Total Capital Improvement Program Funds	\$809,005,858

TOTAL SOURCE OF FUNDS (GROSS)	\$2,478,274,618
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LESS INTERFUND TRANSFERS	\$384,400,601
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TOTAL SOURCE OF FUNDS (NET)	\$2,093,874,017
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FY 1999-00 FUND EXPENDITURES (ACTUALS)**GENERAL FUND****General Government**

Mayor and City Council -----	\$4,453,072
Manager -----	\$5,217,453
Equality Assurance -----	\$810,087
Economic Development -----	\$2,097,995
Attorney -----	\$9,276,904
Auditor -----	\$1,927,752
Independent Police Auditor -----	\$362,969
Clerk -----	\$1,362,458
Civil Service Commission -----	\$18,293
Planning Commission -----	\$25,975
Redevelopment Agency -----	\$1,220,515
Finance -----	\$8,607,730
Human Resources -----	\$3,905,145

General Government (continued)

Information Technology -----	\$13,612,371
Encumbrances -----	\$2,456,590

TOTAL	\$55,355,309
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Public Safety

Fire -----	\$89,523,670
Police -----	\$180,860,884
Encumbrances -----	\$2,437,178

TOTAL	\$272,821,732
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Capital Maintenance

General Services -----	\$15,244,578
Public Works -----	\$8,078,245
Streets and Traffic -----	\$28,377,839
Encumbrances -----	\$3,302,804

TOTAL	\$55,003,466
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Community Services

Environmental Services -----	\$1,567,815
Library -----	\$18,668,981
Planning, Building and Code Enforcement -----	\$24,071,796
Conventions, Arts and Entertainment -----	\$9,989,597
Parks, Recreation and Neighborhood Services ---	\$41,932,028
Encumbrances -----	\$5,605,581

TOTAL	\$101,835,798
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Citywide

Insurance, Benefits & Claims -----	\$18,409,616
Contractual Services -----	\$5,016,574
Grants and Subsidies -----	\$9,710,906
Other Operating Expenditures -----	\$40,482,673
Capital Projects -----	\$11,872,089
Transfers to Other Funds -----	\$12,099,028
Encumbrances -----	\$18,749,164

TOTAL	\$116,340,050
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GENERAL FUND TOTAL	\$601,356,355
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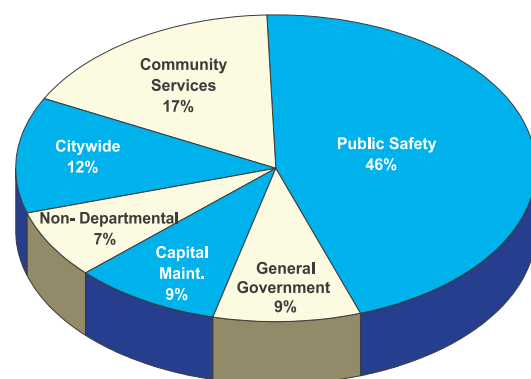
ENTERPRISE FUNDS

Airport	\$205,906,319
Parking	\$13,702,645
Waste Water Treatment Plant	\$160,174,538
Municipal Water	\$16,711,815

Total Enterprise Funds	\$396,495,317
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General Fund Use

FY 1999-00 Actuals



Total General Fund Uses: \$601,356,355

SPECIAL REVENUE FUNDS

Internal Services	\$61,248,257
Community Development Block Grant Fund	\$22,031,682
Conventions and Cultural Affairs Fund	\$17,775,878
Gax Tax	\$16,728,000
Housing	\$90,267,623
Integrated Waste Management Fund	\$66,380,030
Library Benefit Assessment District Fund	\$6,703,987
Special Assessments	\$3,678,892
Storm Sewer Operating Fund	\$14,422,741
Transient Occupancy Tax Fund	\$13,185,935
Other	\$16,165,508
Total Special Revenue Funds	\$328,588,533

CAPITAL IMPROVEMENT PROGRAM FUNDS

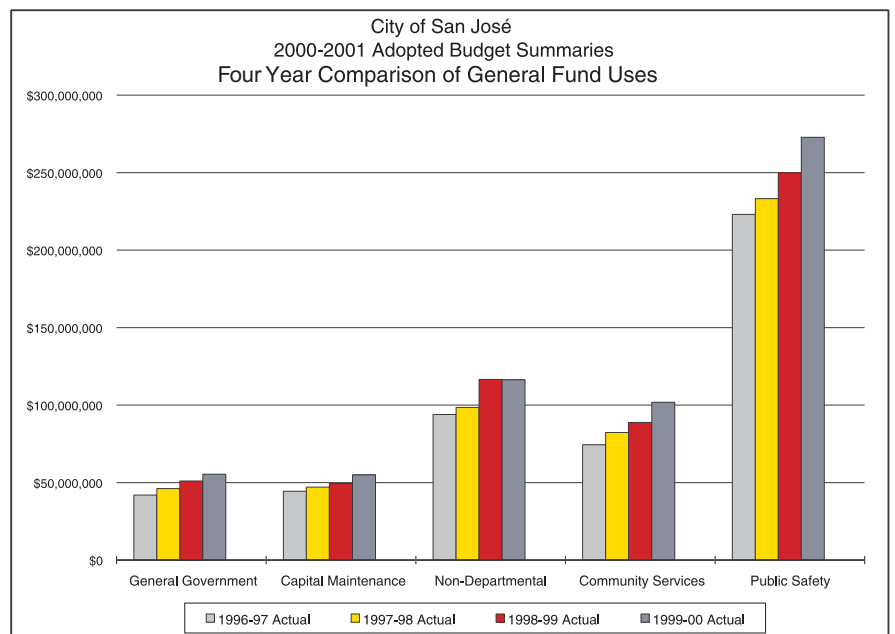
Airport	\$129,413,829
Parks	\$38,939,165
Sanitary Sewers	\$42,452,068
Traffic	\$78,037,017
Water Pollution Control Plant	\$41,732,442
Others	\$52,211,412
Total Capital Improvement Program Funds	\$382,785,933

TOTAL USE OF FUNDS (GROSS)	\$1,709,226,138
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LESS INTERFUND TRANSFERS	\$384,400,601
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TOTAL USE OF FUNDS (NET)	\$1,324,825,537
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Four-Year Comparison General Fund Use



Roster of CITY OFFICIALS

MAYOR AND CITY COUNCIL: JAN. 2001

Ron Gonzales, Mayor

Linda J. Le Zotte, District 1

Forrest Williams, District 2

Cindy Chavez, District 3

Chuck Reed, District 4

Vacant, District 5

Ken Yeager, District 6

George Shirakawa, Jr., District 7

David D. Cortese, District 8

John Diquisto, District 9

Patricia Dando, District 10

COUNCIL APPOINTEES

Rick Doyle, City Attorney

Susan Shick, Redevelopment Agency Exec. Director

Gerald Silva, City Auditor

Pat O'Hearn, City Clerk

Teresa Guerrero-Daley, Independent Police Auditor

CITY MANAGER

Del D. Borgsdorf, City Manager

Darrell Dearborn, Senior Deputy City Manager

Jim Holgersson, Deputy City Manager

Jesús Nava, Deputy City Manager

Kay Winer, Deputy City Manager

Cynthia Bojorquez, Assistant to the City Manager

Peter Jensen, Assistant to the City Manager

Betsy Shotwell, Intergovernmental Relations

Pamela Jacobs, Quest Partnership

Tom Manheim, Public Outreach Manager

Dottie Disher, Customer Service Manager

Deanna Santana, Council Liaison

SENIOR STAFF

Larry Lisenbee, Budget Office Director

Leslie Parks, Economic Development Director

Frannie Winslow, Emergency Services Director

Alex Gurza, Employee Relations Manager

Nina Grayson, Equality Assurance Director

Ed Overton, Retirement Director

Ralph Tonseth, Airport Director

Nancy Johnson, Conventions, Arts & Entertainment Director

Carl Mosher, Environmental Services Director

Scott Johnson, Finance Director

Manuel Alarcon, Fire Chief

Steve Yoshino, General Services Director

Alex Sanchez, Housing Director

Nona Tobin, Human Resources Director

Wandzia Grycz, Chief Information Officer

Jane Light, City Librarian

Mark Linder, Parks, Recreation & Neighborhood Services Director

James Derryberry, Planning, Building & Code Enforcement Director

William Lansdowne, Chief of Police

Wayne Tanda, Streets & Traffic Director



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